

Thank you to all our donors!

This list represents all those who supported the Crisis Society financially or with in-kind donations for the fiscal year 2018-19.

VISIONARIES (\$5000+)

Intraworks I.T. Management – Phil Stiller
 Island Health
 Island Radio – Jim Patterson Group, The Q & The Zone, Victoria
 MacIsaac & Co. – John Jordan
 Ministry of Health – CMHA BC Division
 Odd Fellows Columbia Lodge No. 2, Victoria – Fundraiser contributors
 Province of BC – Gaming
 United Way Central & Northern Vancouver Island

NORTH STARS (\$2500 – \$4999)

Cowichan Valley Ride for Suicide Awareness Fundraiser, including
 Royal Canadian Legion, Malahat District Branch #134
 Telus
 The Marcus Negrin Memorial Foundation, Dawn Negrin

LIGHTHOUSE KEEPERS (\$1000 – \$2499)

Knights of Columbus Ascension Council #7991
 Peter Hudson Comedy Fundraisers
 Royal Canadian Legion Branch #76 Qualicum Beach

LIFE PRESERVERS (\$500 – \$999)

Chemainus-Crofton Aerie No.4400
 Heather Chadwick-Taskey, 4th Annual Maurine's Way 10K Walk
 Knights of Columbus Council #3842 Mid-Island
 Konzept Nightclub
 Mambo Gourmet Pizza
 Westwood Metals Ltd.

ANCHORS (under \$499)

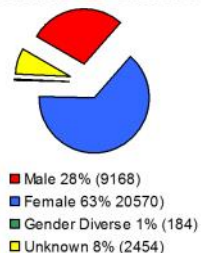
BCAA	Nanaimo Airport YCD
Benevity Community Impact Fund,	Nanaimo Magazine
Employees of Coast Capital Savings	Parksville Newcomers' Club
Federal Credit Union	R. Peter Bontkes
Calgary Distress Centre	Real Meals Nanaimo, Lisa Garvie
Canadian Federation of University	Ron Berry Business Advisors Inc.
Women, Parksville/Qualicum	Royal Canadian Legion Br #211
Caroline Bailey	Bowser
Central Drugs, Bowen Rd, Nanaimo	Sean McCulloch
Christina Drake	Sebastian Barkovic
Coco Café	Serious Coffee, Hammond Bay
Country Club Mall	Road, Nanaimo
Crimson Coast Dance Society	Sharecost Rentals & Sales
Diane Newton	Splitsville
Flying Fish...	Thrifty Foods, Terminal Park,
Cooking, Living & Giving	Nanaimo
Great Canadian Oil Change	Tigh-Na-Mara Seaside Spa Resort
Ingrid Tanasichuk	and Conference Centre
John's Bedrooms, Nanaimo	Unity Comox Valley Spiritual
Karen Karsten	Centre Society
Ladysmith Lions Club	Woodgrove Mall
Mid-Island Co-op	

CRISIS LINE STATISTICS April 1, 2018 to March 31, 2019

	MH Crisis Responses	Interventions (911, MCFD, Other)	Total Contacts	% of Contacts
1800SUICIDE Answered by VICS	39	33	1418	4%
310Mental Health Support Answered by VICS	59	14	3432	10%
VI Crisis Line, Chat and Text	1930	455	29258	77%
CSPS (National) Answered by VICS	N/A	N/A	4072	9%
Total	2028	502	38180	100%

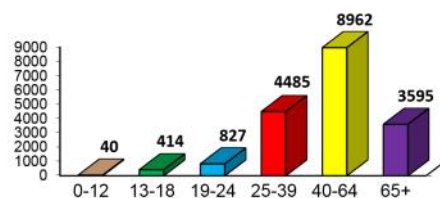
- Average contacts per day: 105. The busiest day was September 12 with 136.
- 335 total follow-up calls and outreach calls to third parties for those at high risk
- 1254 voice messages left as crisis line workers supporting others
- 7176 (22% of calls) suicide safety assessments were completed for callers

Gender of Callers



Estimated Age of Callers

(Note: 14,053 were unknown)



Nature of Problems

Nature of Problems	Calls	Chat/Text
Mental Emotional Health	49%	34%
Suicide	13%	19%
Individual & Family Life Issues	10%	5%
Information/Resource Calls	10%	1%
Addictions	5%	1%
Physical Health	5%	2%
Basic Needs/Homelessness	4%	1%
Abuse/Family Violence	3%	3%
Other	1%	34%

Service Utilization

8 am to noon	18%
Noon to 4 pm	23%
4 to 8 pm	24%
8 pm to midnight	20%
Midnight to 4 am	9%
4 to 8 am	6%

Note: 6 pm to 10 pm Crisis Chat and Text services increase call volume by 5%.

New Mission Statement

The Vancouver Island Crisis Society is committed to providing an accessible voice, text and chat crisis intervention and suicide prevention services, including postvention programs. We endeavour to provide emotional support during times of crisis, information about community resources, education intended to promote community wellness, and reduce the incidence of suicide. We value the principles of confidentiality, non-judgmental acceptance, respect for diversity, personal empowerment and cooperation.



**Vancouver Island
Crisis Society**

Helping People Find Their Way

Vancouver Island Crisis Society
 P.O. Box 1118, Nanaimo, BC, V9R 6E7
 Business Line: 250-753-2495
 Toll-Free (BC only): 1-877-753-2495
 Fax: 250-753-2475
 Email: info@vicrisis.ca
 Website: www.vicrisis.ca

CRISIS LINE SERVICES

Vancouver Island Crisis Line 1-888-494-3888
Crisis Chat via www.vicrisis.ca (Chat Now)
Crisis Text from your mobile 250-800-3806

1800SUICIDE (Provincial) 1-800-784-2433
310Mental Health Support (Provincial) 310-6789

Canada Suicide Prevention Service (National)
1-833-456-4566
CSPS Text 45645

COMMUNITY EDUCATION
 250-753-2495 or 1-877-753-2495

Accredited Crisis Centre by the
American Association of Suicidology (AAS)

Affiliations

Canadian Association for Suicide Prevention (CASP)
 Crisis Line Association of BC (CLABC)
 Crisis Services Canada (CSC)
 Community Partner of United Way Central &
 Northern Vancouver Island until April 2019
 Greater Nanaimo Chamber of Commerce

**49th
ANNUAL
REPORT**

2019

**Joint Report of the President
and the Executive Director
March 2019**

The Crisis Society completed its ninth year as the regional **Vancouver Island Crisis Line**. Fundraising efforts to support **Crisis Chat** and **Crisis Text** reached its annual goal again this year.

Our greatest asset continues to be the people who work with us every day:

- * 23 volunteer crisis line workers and trainees;
- * 17 staff crisis line workers;
- * 8 members on our board of directors;
- * a professional staff of 7 (Executive Director of 27 years, and Trainers with over 20 years' experience with the Crisis Society); and
- * our generous donors.

Here are highlights from the various program areas:

- **Our Crisis Line Operation** continues to be an important provincial network partner answering calls on **1800SUICIDE** and **310Mental Health Support**. We answered a total of 13% of the call volume on the two provincial networks with a combined average call answer rate of 67%. Our call answer rate was 94% on the Vancouver Island Crisis Line (70% call answer rate during Crisis Chat/Crisis Text time periods). Our crisis lines are answered by volunteers 13% of the time, 4% by volunteer honorariums, and 83% of the time by staff Crisis Line workers. A total of 2975 volunteer hours helped us with our call answer rate. That is equivalent to \$44,617 for services donated by volunteers. In addition to donated volunteer hours, a total of \$12,726 was spent on honorariums to assist with line coverage. There was double coverage 80% of the time, triple coverage at 53%, quadruple coverage at 24%, and 4% where 5 Crisis Line workers were on shift. We noted an error in our calculations for the previous year's line coverage; these reports have been adjusted.
- **Crisis Line Training** – Two Crisis Line volunteer training courses were delivered with

14 trainees out of 26 candidates completing the training. Three of these trainees were hired as staff and the remainder went on to volunteer. Staff Crisis Line workers attended 10 monthly training sessions including 2 that combined volunteers. Lower volunteer numbers continue to be the norm, resulting in our focussing on recruiting and hiring more staff for the Crisis Line.

- **Crisis Chat and Crisis Text online emotional support services** – The number of visitors remained steady with only a 1.3% increase in visitors from last year. These services support people of all ages, with 38% being under 24 years of age. These two crisis services continue to be supported in part by private donations.
- **Community Education** – We facilitated a total of 6 ASIST (Applied Suicide Intervention Skills Training) courses to 110 people, 7 safeTALK workshops to 133 people, as well as 4 Crisis Intervention Skills Training (CIST) courses to 66 people. We have three ASIST Trainers and one safeTALK trainer on staff. Three customized workshops were delivered to 63 people. This was the final year during which the Ministry of Health subsidized the facilitation of ASIST and safeTALK training as part of a provincial gatekeeper initiative.
- **Vancouver Island Crisis Line Promotion** – We are grateful once again this year for Island Radio and two affiliate stations from Victoria (The Q and The Zone) for donating another year-long, Island-wide radio campaign promoting Crisis Line, Crisis Chat, and Crisis Text services. Two new commercials were produced to update our messages. We attended 4 forums and resource fairs and presented 3 talks about Crisis Services on Vancouver Island. One newsletter was published online and promoted Island-wide.
- **School Suicide Prevention Programs:** Nine (9) **GRASP** (Growth, Resilience, Acknowledgement, Suicide Awareness, and Personal Safe Planning) 12-hour gatekeeper training workshops were provided to 151 students. Fifteen (15) **Speak Out, Reach Out, Help Out**

presentations were delivered to 1740 students including three new Unplugged versions. Two (2) mentor training workshops were delivered to 34 students. A new **COPE** (Communication, Options, Perspective, Enjoy life) elementary school program was developed and 6 were facilitated to 126 students.

- **World Suicide Prevention Day** – To commemorate World Suicide Prevention Day, held on September 10, we once again held the *Soles Remembering Souls* memorial event, attended by 52 participants. We attended the Celebration of Life presented by Snuneymuxw First Nation.
- **Provincial and National initiatives** – Our Executive Director continued to serve as Treasurer of the Crisis Line Association of BC (CLABC). The two provincial networks, 1800SUICIDE and 310Mental Health Support, continued operation with financial support from the Provincial Health Services Authority. We continues to answer calls on the Canada Suicide Prevention Service (CSPS) as a member site. Our Executive Director is a Crisis Services Canada board member and serves on several national committees.
- **Staff Development** – We attended three conferences presented by the American Association of Suicidology (AAS), the Canadian Association for Suicide Prevention (CASP), and the Crisis Line Association of BC (CLABC). One (1) Crisis Line worker successfully obtained Crisis Worker re-certification with AAS.
- **Fundraising** – Crisis Chat and Crisis Text services, as well as our youth suicide prevention programs, were supported financially by various community fundraising events: Cowichan Valley Ride for Suicide Awareness, Odd Fellows Columbia Lodge No. 2's Disc Golf Jamboree, Peter Hudson Comedy's showcases and many other generous donors who helped us reach our annual fundraising goal. A list of donors is found on the reverse of this brochure. We certainly appreciate the trend of those who raise funds on our behalf to support suicide prevention program initiatives and the work of the

Crisis Line operation including Crisis Chat and Crisis Text services. While our Crisis Line operation is primarily funded by an Island Health contract, we rely on BC Gaming and United Way funding, and donors who support our Community Education programs. Our United Way funding ended in April 2019.

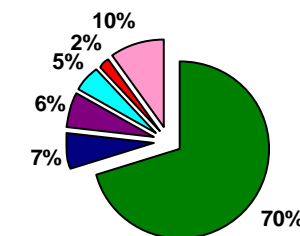
Board of Directors 2018-2019

Phil Stiller, President
 Dr. Raymond Shred, Vice-President
 Maggie Schulz, Secretary
 Sharon Erickson
 Anita Rosewall Peters
 Kim Bayliss
 Lacy Redding
Brian Sampson, resigned Oct 2018
Tiffany Donovan, Treasurer, resigned Nov 2018
David Reid joined May 2019

2018-2019 Financials

Revenue: \$1,026,046

- 70% Island Health
 - 7% Gaming Policy & Enforcement Branch
 - 5% Donation & grants, membership, fundraising,
 - 1% CLABC – Provincial
 - 5% Community Education
 - 2% United Way
 - 10% CSPS – National
- Note: Gaming \$53,290 deferred to next fiscal year



Expenses: \$978,971

- 83% Crisis Line
- 16% Community Education
- 1% Administration & Fundraising

